

Terms & Conditions

(hereinafter: the T&C)

1. Service Provider Details

Company name:	Connectini Telemetria Kft.
Registered office:	1138 Budapest, Népfürdő u. 22., Duna Tower, 15th floor, Hungary
Tax number:	32485918-2-41 / HU32485918
Company registration number:	Cg. 01-09-426701
E-mail:	hello@connectini.com
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hereinafter: "Service Provider" or "Connectini."

These T&C set out the rights and obligations of the Client who uses the electronic services provided by the Service Provider through the Connectini application, the connectini.com website, and its country-specific subpages (hereinafter: "Client," "User," or "End User") (the Service Provider and the Client are hereinafter jointly referred to as: the Parties).

The most recent version of the T&C and its earlier versions are published at <https://connectini.com/terms/>, while the most recent and earlier versions of our Privacy Statement are available at <https://connectini.com/privacy/>. In the event of any discrepancy, the Hungarian-language version of this contract shall prevail.

2. Structure of the Contract

In our Terms and Conditions, we first set out the special terms applicable to particular groups of our clients; the general terms follow thereafter, beginning with the chapter "Fundamental Provisions." Our Terms address separately our End Users (car-using Clients, direct purchasers, persons monitoring a vehicle, or natural persons using a corporate Client's car), our Partners (resellers, car dealerships), and Service Shops (repair shops invited by our Clients or registered independently, or other legal and natural persons entrusted by Clients with remote monitoring). A user accessing the system may belong to more than one group at the same time depending on the nature of their use, and their rights and obligations arise accordingly.

The contract is concluded by implied conduct (Section 6:4(2) of the Civil Code). The contract comes into existence both through purchase negotiations/disclosure of data at a dealer and, in particular, through registration carried out independently or entrusted to the dealer or another acting person. Failure to pay the consideration for the service does not mean that the contract has not been concluded. Our registered users may delete their personal data at any time in the Settings menu after their subscription has expired or upon cancelling it.

3. Technological Definition of the Service

Connectini is a subscription-based online Software as a Service (SaaS) offering that remotely monitors vehicle data in real time and analyzes it retrospectively. A device connected to the car's OBDII port transmits data from its fault code reader, status reader, GPS, and gyroscope to our databases over its own internet connection. Our web services and application produce the Service by writing, reading, analyzing, and filtering this data. To provide the Service, the Service Provider operates servers, processes data, operates software, and supplies hardware. The applications can be downloaded by clicking the Apple/Google links shown at the bottom of the <https://connectini.com> website.

1. The Connectini service is available to you in the following countries (hereinafter: Service Area):

- HU – on 2G networks (expected to remain available until December 2025, depending on the mobile operators)
- HU – on 4G networks

2. The SIM card supplied with the service enables roaming in the following regions:

- EU – on 2G networks (in those countries where 2G service is available; exceptions include, for example, Switzerland)
- EU – on 4G networks
- WORLDWIDE: coverage of the SIM cards outside the EU is not part of our offering, but they currently operate on the same roaming terms outside the EU in Turkey, North and South America, Australia, most of Asia, roughly half of the Middle Eastern countries, and in 10–20 of Africa's coastal countries in the north, center, and southeast.

3. Where there is no network service, your data is still not lost. Connectini 2G and Connectini 4G devices are capable of storing data for even more than 1 month and transmit it to our servers once network coverage is restored.

4. With some car manufacturers it may occur that, where any device is connected to the OBDII port, the car blocks remote data access by the authorized dealer's service department. This is the normal behavior of the given car model and is not a malfunction. Once the device is removed, the authorized service department's data connection is automatically restored.

4. Limitations of the Service

1. Connectini 2G and 4G devices — that is, our OBDII-based devices, which “anyone can plug in” — only read the CAN bus data and do not write back to the CAN bus; they are therefore deliberately, and in the interest of our Clients' safety, incapable of clearing the fault memory or of programming and controlling the car. By contrast, if devices with a CAN connection rather than an OBDII connection (“requiring automotive electrical installation”) become available, these do write to the CAN bus, and we expressly advertise them as having the capability to participate in control functions (e.g. door opening, immobilizer, window sensor) for that segment of customers who require this. Where the control function would breach a warranty or leasing agreement between the Client's car and a third party, we ask our Clients to exercise due care; Connectini is not liable for the breach of contracts concluded by Clients with others and not known to it.

2. All new cars sold have been required to be fitted with an OBD port since 1996 in the United States and since 2001 in the European Union. The scope of the data provided through the port varies by manufacturer, model, and model year. While the range of DTC fault codes runs into the thousands, and roughly 5,000 standardized fault codes can be reported by every car, whether a given car reports the even larger volume of manufacturer-specific fault codes known to us is model-dependent. The Service Provider endeavors in every case to also supply the manufacturer-specific interpretation of the fault code based on its data. The range of status data (PID) averages around 40 items, but is typically 25 for older models, while for newer models and electric vehicles it may exceed 60. Where the car does not provide accurate information about a given useful status, the Service Provider endeavors to supply it by other algorithms — including values calculated from user input and mathematical methods — in order to improve the user experience and the quality of monitoring control.

3. The Service Provider supplies its own hardware devices exclusively where a subscription fee exceeding the monthly fee (typically annual) has already been paid, and upon termination or expiry it requires the hardware device to be returned. The Client may use the Device only for its intended purpose, meaning that they shall not pair or connect it to any other equipment that falls outside the description of the Service and that may cause damage to it or to the predictability of its operation, including passive devices producing a different cable length, current, or voltage, and in particular active devices, devices operating on other protocols, OBD connectors outside vehicles, or use of the Device in combination with other OBD/CAN devices (e.g. via a splitter or Y-cable). Neither the Service Provider nor its parent, affiliated, and subsidiary companies and suppliers may be held liable for any claim, damage, loss, or cost (including legal costs) arising from such use other than for the intended purpose.

4. We designed the Connectini service so that monitoring of the car does not require a smartphone Bluetooth connection or the presence of the user in the car. Accordingly, we equipped it with its own SIM card and its own data connection, which we supply with the Service. This allows us to connect through a different operator at each session, so that we can connect to the operator available from the perspective of foreign roaming or of domestic coverage for the Client. At the same time, together with our clients, we are exposed to the availability and technological decisions of those very operators. We cannot influence changes and outages affecting them, but we store the data packets for much of the duration of any loss of coverage, and once the connection is restored the Connectini Device transmits them. Such outages are generally rare and imperceptible, but may occur in certain countries, during certain technology transitions, and in locations that can generally be expected to restrict radio signals, such as certain underground garages, certain building types, and metal meshes acting as a Faraday cage. We must also accept the

limitations inherent in how the GPS network operates: in open terrain there is generally a line of sight to 15 satellites, and 4–5 satellites are sufficient for accurate location and altitude data, but in shielded locations their number may fall below this, and indoors GPS service is no more accurate with Connectini than anywhere else. In addition, owing to the shape of the Earth, one degree expressed in kilometers means one thing near the equator and another beyond the tropics.

5. Special Terms for End Users

1. We define an End User as: every one of our Clients, including our Partners and Service Shops and in particular their employees, and any natural or legal person who operates a car and whose personal data, vehicle data, or behavior is shared with the system.

2. After the first year expires, it is possible to commit to a further 1 year at the monthly fee in effect when the contract entered into force. This process is automatic: when the first year is paid in a single sum, the Connectini system also offers the monthly fee for the second year, which is likewise configured but activates only after the first year expires. This ensures that any price increase will not apply to you in year 2. The year 2 service may be cancelled at any time, both before and during its commencement.

3. In the event of withdrawal, you may return the Extension cable by mail at your own cost within 30 days of purchase to Connectini Telemetria Kft., or hand it in personally during business hours (1138 Budapest, Népfürdő utca 22., building B, 15th floor, Hungary). Provided that the cable and the 2 connectors on it are undamaged and are in a condition fit for use in accordance with their function, you are entitled to a refund of the purchase price of the cable, except where Connectini supplied the cable free of charge with the service, in which case the cable is the property of Connectini and the user receives it for use only.

4. For the annual subscription, the Service Provider does not sell the OBDII devices but supplies them as necessary equipment; the Connectini 2G and 4G devices and any extension cable supplied free of charge remain the property of the Service Provider. After the subscription expires, it is the Client's responsibility to return the Connectini devices to Connectini Telemetria Kft. (1138 Budapest, Népfürdő utca 22., building B, 15th floor, Hungary). Where the device malfunctions or is destroyed as a result of use other than for its intended purpose or of an accident, the Service Provider may claim its value by way of an invoice.

5. If the 2G network coverage provided by a third party ceases within the Connectini Service Area, this does not mean that the Connectini service itself ceases. Where the mobile network becomes unavailable for the 2G Service owing to changes in the third party and the technological environment, the Client may not claim compensation, even in respect of a Service period that has not yet expired. However, where a further one-year Service is paid for in a single sum, the Service Provider supplies a Connectini 4G device at a subscription fee discounted relative to the list price in effect at the time.

6. You can give your favorite service shop/mechanic access to your car free of charge, provided that they register in the Connectini system. Registration and access to the fault codes are likewise free of charge for service shops/service professionals. Beyond the fault codes, the associated PID/engine status data, and the VIN/license plate number, the Service Shop has no access to any other usage data or to locations.

7. The fault codes are rated by the mechanic you have engaged: red (immediate service visit), amber (not urgent, but making an appointment is recommended), green (the fault does not require immediate attention). Any red-amber-green rating of a DTC code in the system originates not from Connectini but from the registered service shops. To identify the risks precisely, consult your service shop; the precise determination/diagnosis of faults and their repair are carried out exclusively by the service shop/professional you have engaged. Connectini takes no share whatsoever in the cost of the repair and takes no part in the servicing process.

8. Where the Service was activated at a dealership upon purchase of the car, the Dealership also has access for 365 days to any fault codes that appear, the associated PID/engine status data, the VIN/license plate number, the contents of the Connectini Certificate as they stand from time to time, and the personal data you provided to them in the course of the sale. The dealership's access to the data ceases even within the 365 days upon resale of the car. It is also in the Client's own interest, and is their duty, to record the fact of resale in the system using the Delete vehicle function and stating the reason for deletion. The Client acknowledges that the Partner/Dealer may share with us the data of the car offered for sale, as well as the name, e-mail address, and billing details dictated during the setup of Connectini at the time of purchase.

9. Upon sale of the car and handover of the device, the Service is transferable free of charge to the new operator for the remaining validity period of the Service paid for. Upon such handover and registration of the new user, this contract also comes into existence with the new operator as Client.

10. All anonymously stored data is the property of Connectini. From among the data analyzed during the Service period, the Service Provider stores anonymously the VIN, the odometer reading, the number of kilometers travelled, the DTC codes, the PID states of the Device, the vehicle, and its components, the battery states of hybrid and electric cars, alarms, and the distance data travelled with a cold engine; it may likewise share these with third parties in anonymous form, and may use the full range of data resulting from the use of the car for research and development purposes.

11. Connectini takes particular care to protect personal data and to ensure that the Client's related rights are respected. Of our UI, API, and Realtime databases, we store personal data only in the UI database (associated with the user interface and the application). We store location and technical status data in the API database, which contains no personal data, so that any unauthorized parties cannot identify the operator. Upon expiry or termination of the subscription, the Client may request the deletion of their personal data. In such case we delete the link between the UI and API databases and all location-related data, and, on request, we also close the user account. The law requires certain contractual and accounting data to be retained for 5 years; accordingly, a small amount of the Client's data is retained in the form of contract headers and invoice headers for the prescribed period, not for business purposes but in order to comply with the law.

6. Special Terms for Partners

1. We define a Partner as: all of our resellers, including Dealers, Service Shops, promotional collaborators, and strategic partners, their employees, and any natural or legal person who takes part in delivering the Service or related products to Clients and who registers for that purpose. Partners may at the same time be Clients and operators; in that capacity, we also expect them to be familiar with and to observe the special terms, rights, and undertakings applicable to End Users.

2. The Partner is entitled to take delivery of consignment stock from the Service Provider (Connectini mobile devices and supplementary communication devices). Their value must be paid by bank card upon activation of the Service with the Client. The Partner/Dealer is required to take care of the devices handed over on consignment with the diligence expected of a prudent custodian. In the event of theft, damage, or destruction, they are liable to compensate for the devices handed over. Partner status is independent of whether registration took place through Connectini's involvement or independently.

3. It is an express feature of the cooperation that Connectini automatically replenishes the consignment stock (sends further devices for commission sale) even without a separate request from the Partner, when it detects that the previous stock is running low. In respect of these, both the Service Provider and the Partner are subject to the same accounting as if the Partner had taken delivery of them in person. The Parties entrust the record-keeping of the consignment stock to Connectini (the "list of deployed devices"); in the event of a dispute, they accept the fact of receipt as evidenced by the delivery report of the parcel service/courier. The following qualify as settlement: revenue corresponding to the published service price in effect from time to time received from a device supplied with a sold service; the return of the device to Connectini; or payment of its value. Connectini is required to issue either an invoice or a receipt, either in advance or subsequently according to the Client's/Partner's preference, in respect of every incoming payment qualifying as a sale.

4. The Partner/Dealer notifies the Service Provider on a monthly basis, or weekly where warranted, of its stock requirements as accurately assessed as possible. Connectini may at any time reallocate devices from unreasonably large, possibly accumulated consignment stock to another Partner. Where a car dealership no longer wishes to be a Connectini partner, it is required to return the unused Connectini devices in its possession to Connectini Telemetria Kft. (1138 Budapest, Népfürdő utca 22., building B, 15th floor, Hungary) at its own cost, by mail, courier, or in person.

5. Connectini and the Partner keep each other informed in the well-understood interest of the cooperation. Connectini informs the Partner, electronically or through its staff, about product advantages, statistics, market information, arguments in favor of the product, the availability of communication materials, and the details of the sales process. The Partner uses the advertising and marketing materials made available to it as agreed and in the manner coordinated between them, and reports customer feedback, thereby assisting continuous product development and the continuous improvement of customer satisfaction.

6. During activation of the subscription, the Partner assists and supports our Clients with registration and with pairing/plugging in the device. The Partner acknowledges that the device is not suitable for testing several vehicles one after another. The Partner has access to the shared data for 365 days or until the device is unplugged. During the first 6 months we restrict the re-plugging options of operators purchasing at a dealer; however, access to the data may cease within 12 and 6 months as well where the car is sold again. The Partner's shared access does not extend to location information and routes or to the driving score: the express intent is to provide access to the DTC fault codes, their technical (PID/freeze frame) context, the VIN, the license plate number, and the contents of the Connectini Certificate.

7. The precise provisions on relocating the device are set out in the following chapters.

7. Special Terms for Service Shops

1. We define a Service Shop as: repair shops invited by our Clients or registered independently, or other legal and natural persons entrusted by Clients with remote monitoring. Service Shops are at the same time Partners and End Users, and we therefore also expect them to be familiar with and to observe the special terms, rights, and undertakings applicable to those groups.

2. A Service Shop becomes selectable by new and existing clients through free registration, and is not required to pay any system usage fee either. Service Shop status is independent of whether registration took place at a Client's invitation or independently.

3. A Client may invite the service shop they consider trustworthy into the system by name and e-mail address. The notification sent about this qualifies as communication originating from the Client. This imposes no obligation whatsoever on the Service Shop, and it is not required to accept. With Service Shops, the T&C enter into force upon acceptance of the invitation and commencement of registration. The Service Provider presumes that, in the course of such invitations, Clients invite businesses and not private individuals.

4. The remote monitoring function and data sharing activate only after the Service Shop has completed registration.

5. The Service Shop undertakes that, in the event of an alert (where a new fault code appears for one of its clients), it will review the fault codes within 24 hours on the interface provided by Connectini for that purpose and send feedback through the system: red (immediate service visit), amber (not urgent, but making an appointment is recommended), green (the fault does not require immediate attention). The service shop rates the fault codes to the best of its knowledge. Connectini does not verify, override, or treat as its own responsibility the Service Shops' feedback concerning fault codes; it respects their judgment, expertise, and the trust their clients place in them.

6. In its capacity as a partner, the Service Shop assists and supports our Clients where possible during activation of the subscription with registration and with pairing/plugging in the device, forwards customer feedback to Connectini, recommends the service among its existing clients, and, on request, helps operators become familiar with the device's features and functions. It is in our common interest to keep the vehicle in a safe condition, to preserve its technical condition for as long as possible, and, based on knowledge of the fault indications, to forestall time- and parts-intensive repairs with less costly ones.

8. Special Terms for AuMo Users

1. The Service Provider operates the Auto Monitor Pro service at automonitor.pro, aumo.hu, and aumo.me within the framework of the Connectini service.

2. AuMo users are also End Users, and Service Shops using AuMo are at the same time Partners and End Users; we therefore also expect them to be familiar with and to observe the special terms, rights, and undertakings applicable to those groups.

3. AuMo is designed specifically for service shops, service networks, and fleet operators (hereinafter: Partner) and their clients. Unlike with Connectini devices, here the point of purchase of the device is the Partner directly. The Partner purchases the hardware through our reseller and installs it in its client's vehicles, either free of charge or on resale. Monitoring starts only once both the hardware and the software (service fee) have been paid for.

4. In the case of AuMo, only the Partner can pair a car with the system, via the web interface.

5. The full annual service fee is paid by the vehicle operator (driver) or by the Partner itself, in the course of the car pairing process carried out by the Partner, via the card payment link provided by the online financial service provider Stripe. The service activates upon completion of payment (hereinafter: Activation, Activated device) and is covered until the same day of the following year. The device retains the fact of having been paid for until the subscription expires, and remains usable until then.

6. Point 11.2 ("Commencement of the Service") applies to AuMo as well, according to which, in order for monitoring to continue and for the subscriber to be able to continue using the service at the advertised price irrespective of any price change occurring in the meantime, Connectini also pre-loads the monthly subscription for the 13th month into the Stripe system when the 1-year service fee is paid. As the end of the annual period approaches, the Subscriber will receive a notification of the upcoming anniversary and may choose to cancel, to renew by card, to renew annually by card, or to renew on a monthly basis via an Apple/Google "in-app purchase."

7. The vehicle operator is the client of the Partner (service shop/fleet company). The Partner, in turn, is the client of AuMo (that is, of Connectini Telemetria Kft.). The Service Provider respects this legal chain; at the same time, the Partner is not responsible for messages published by the Service Provider or for the Service, and the Service Provider is not responsible for the Partner's professional advice and activities.

8. The T&C come into existence with every registered party concerned: with the Partner and its direct private individual client upon activation, and with its corporate client and that client's employees upon registration of the vehicle operator. The Service Provider keeps the version of the T&C in effect from time to time continuously available at automonitor.pro/terms and connectini.com/terms.

9. Relocation and Transfer of the Device

1. The Client may re-plug the device and pair it with another vehicle after each 30-day period, unless one of the conditions listed here prevents this. Where the Service Provider detects a different vehicle, it makes no data available from that vehicle until re-pairing has taken place. During re-pairing, the Service Provider applies the conditions below and informs the software user of them again during the process:

- On the basis of a legitimate interest assessment, Connectini must also supply technical data to car dealers. Devices paired with a subscription and activated at a dealership may not be re-plugged into another vehicle where 12 months have not yet elapsed since purchase.
- Where a device activated at a dealership passes to a new operator and 12 months have not yet elapsed, the new Client may likewise use it only in the car with which it was originally paired. Status monitoring provided to the dealer and the ability to request the Connectini Certificate remain available for at least 12 months even where the vehicle changes owner in the meantime. The Certificate contains no personally identifiable data.
- Once these restrictions expire, or where the Client purchased the subscription directly (not at a car dealership), the main rule allowing re-plugging every 30 days applies, until the Subscription expires.

2. The Client is required to terminate the pairing in the system when they sell their vehicle to a third party or hand the device over to another person. Connectini bears no liability whatsoever in the event of unauthorized monitoring; the Client is required to refrain from any illegal or questionable monitoring, to inform the new operator, and to obtain the new operator's consent where they pass the car on, intentionally or inadvertently, with the Connectini device still installed and with its monitoring capability still active. Failing this, the Client is required to remove the device from the car and return it to Connectini Telemetria Kft.

10. The Connectini Certificate

1. During the subscription period, the Client (operator), the Partner (dealer), the Service Shop, and the Service Provider may all dispose over the data in the form of sharing the Connectini Certificate, in particular but not exclusively in order to resolve disputed matters in accordance with the facts. In doing so, the Parties expressly acquire the right to download the Connectini Certificate for evidentiary purposes and to use it in their proceedings.

2. Connectini has more limited capabilities in the field of vehicle diagnostics than the high-value diagnostic equipment used by authorized service shops or the diagnostic equipment developed for the brand by the car manufacturer. Connectini monitors the DTC data and PID status values stored in the car; it may therefore occur that it does not report faults stored in the car's other systems, and that these are not visible in the Certificate either (e.g. comfort and entertainment systems, the transmission's own system, messages from the ECU manufacturer, and, by way of non-exhaustive example, the seat heating or air conditioning systems). Furthermore, mechanical/physical wear and failures to which neither a sensor nor a resulting DTC code corresponds are not accessible (e.g. wear and breakage of moving parts, mechanical failures, ball joints, control arms, shock absorbers, paintwork). There are types of failure that produce no fault indication before they occur, only afterwards, and even then only occasionally (e.g. sudden failures arising from material fatigue). Connectini is likewise unable to report such failures other than after they have occurred, and only where the failure otherwise generated a fault code in the car's factory system.

3. Connectini accepts no liability for the continuity of data collection and of the service during any period of the subscription in which the data collection device was removed from the car, nor for the duration of any replacement necessitated by a malfunction of the data collection device. Connectini notifies all interested parties of the fact that the device has been removed; the data generated up to the time of removal remains available. Data collection automatically resumes from the time the data collection device is plugged in again, and continues until the end of the Service period. The Service Provider shares with all interested parties, in the Connectini Certificate, the times at which the device was unplugged, reconnected, and the car's DTC memory cleared.

4. Connectini Telemetria Kft. cooperates with prosecutors' offices, investigating authorities, and forensic experts, and complies with every obligation that the law imposes on it to cooperate in the course of official proceedings.

5. Connectini is first and foremost a certification service provider and a research and development business. Accordingly, it does not offer any facility whereby selected interested parties would obtain an unjustified advantage or would be treated differently from any other of our clients. Connectini has invested expressly long-term planning and makes continuous efforts to (a) preserve and improve the quality of the data, (b) protect the data from unauthorized persons, (c) ensure the speed and quality of access to the data by authorized persons, and (d) protect the data from corruption and verify its integrity.

11. Commencement of the Service

1. The service for a term of 1 year commences exclusively upon payment of the full annual service fee in a single sum by bank card. Since, in the case of services activated at partner car dealerships, the annual fee may also be settled on a split basis (under a verbal agreement concluded between the car dealer and the buyer of the car), in that case too the service commences only upon settlement of the full annual service fee. Where either party fails to pay the amount it has undertaken to pay, the service commences only after the outstanding amount has been paid.

2. The Service Provider's financial partner for accepting secure card payments is Stripe, Inc. Card details do not come into the possession of Connectini Telemetria Kft. in any form. When the one-year subscription is purchased, the monthly subscription (recurring payment) due in the 13th month is also configured in accordance with Stripe's "phase" function, thereby also ensuring that subscribers may continue using the service at the advertised price for a further 1 year irrespective of any price change occurring in the meantime. The Client may cancel the monthly subscription at any time, both before it commences and during it. With Stripe's assistance, the Service Provider may send a notification about replacing the details of bank cards expiring during the first year and may ask the Client to update them. We ask our Clients to update their card details only where they intend to continue using the subscription.

3. The Service is provided under domains ending in connectini.com, and payment takes place under domains ending in stripe.com. Connectini never asks its clients for their password on any interface, whether in writing or verbally; it never requests card details other than through Stripe and well-known payment providers; and it communicates exclusively from e-mail addresses ending in @connectini.com. If you observe behavior deviating from this, or see a different domain name, suspend payment and the disclosure of data, and assume that you are NOT on Connectini's interfaces.

4. Connectini may announce promotions from time to time. This includes that, at our Partners, the service may be subscribed to at a discounted price in return for some form of cooperation; for example, the legal basis and condition of a discount obtained at a Dealer is, in the common interest of the Client and the Dealer, the partial sharing of vehicle status data and the maintenance of such sharing. There may also be discounts available through referral, and reductions in the Service fee or Product price offered in advance or subsequently. Their amount may not exceed the price of 1 Service/Product, and the Client may not combine discounts.

5. The Client may notify their acquaintances about the Service or invite a Service Shop, including by using assistance within the Service's system. Such outgoing electronic notifications are addressed by the Client and are to be regarded as the Client's communication, notwithstanding that they also serve the Service Provider's interests. The Service Provider is entitled but not obliged to refund to the Client part of the Service fee already paid, to the payment instrument used for the payment (typically: a bank card), whether in the case of a complaint, of satisfaction, following participation in a promotion, or without any particular justification. At the same time, the Service Provider does not employ or engage the Client for canvassing, sales, work, or the performance of any work/task falling within the scope of personal income tax. Any refund, whether in connection with a complaint, an expression of satisfaction, cooperation, or a promotion, does not qualify as remuneration for work, and a referral does not qualify as work; the Client may not be required to make one, and Connectini expressly declares that such a contribution can be neither a condition of nor an obstacle to using the Service. The Client's access to the core systems must be the same as that of those using a similar Service package, whether they obtained it at a discount or at list price, and whether or not they took part in a referral or promotion. This does not apply to value-added services that Connectini offers, now or in the future, for a separate fee in its systems in any event.

12. Termination of the Service

1. The Service terminates automatically upon non-payment of the fee. Upon termination, the Service Provider restricts access to the system as a whole or, typically, to parts of it, with particular regard to the Connectini Certificate and to the history of the car's condition or routes.

2. Both the Client and the Service Provider may terminate the Service by ordinary termination, and with immediate effect on the grounds of material breach of contract.

3. The Client is entitled to request the deletion of their personal data.

4. In accordance with the provisions of the applicable law, the Service Provider and the Partner are required to retain data stored in the form of contracts and accounting documents for the prescribed period as well.

5. In respect of a Service obtained with certain discounts or through a Partner/Dealer, or of part of the car's status data, the Partner also receives a sharing right. This access survives independently of termination of the contract with the Client, but does not expand from the time the Service is discontinued. The chapter "Relocation and Transfer of the Device" governs how the Service may be transferred where use arose under such special conditions.

6. It is in the End User's own interest, and is their duty, to report where the car physically passes out of their control and monitoring authority, including (a) sale, (b) operation by another person, and (c) theft, accident, or deregistration. Connectini's devices and services may not be used for the illegal surveillance of others. Use the "Remove vehicle" and "Delete my personal data" functions where the car passes out of your authority. We draw your attention to the fact that, in the Settings, you may request that location and route information be hidden, and may also fully disable the recording of locations in the database (in such a way that monitoring of the car's technical condition remains available).

13. Fundamental Provisions

1. The T&C apply to every legal transaction and service effected through the connectini.com website, irrespective of whether it is performed from Hungary or abroad, by the Service Provider or by a party contributing on its behalf.

2. The scope of these T&C extends to every electronic commerce service provided in the territory of Hungary, the European Union, Norway, and Switzerland, and in the territory of the countries indicated among the language options and shipping countries, which is effected through the electronic store found on the connectini.com website (hereinafter: Connectini Webshop or Website). Furthermore, the scope of these T&C extends to every commercial transaction in the said territory concluded between the Parties defined in these T&C.

3. Purchases in the Connectini Webshop are possible by means of an order placed electronically, in the manner set out in these T&C.

4. A significant part of the Connectini Webshop's services is available to every user without registration. However, the use of automatic monitoring with a Connectini Device is conditional on registration, login, and the creation of the user-device-car link ("Pairing").

5. The contract concluded between the Parties by confirmation of an order for the service purchasable through the Connectini Webshop (hereinafter: Service) or by any of the forms of implied conduct described above (hereinafter: Contract) qualifies — depending on the country-specific subpage on which the Client actually orders the Product — as a written contract concluded in the language of the contract available in the language version used by the Client; the Service Provider files it and retains it for 5 years following its conclusion, and it is subsequently accessible.

6. In the absence of any provision to the contrary in the Contract, the provisions of these T&C shall apply to the Contract. Matters not regulated in these T&C shall be governed by the provisions of the applicable Hungarian law.

7. The Parties expressly accept that the form of electronic mail (e-mail) is appropriate for official communication between the Parties. The long-term storage of the information transmitted is the responsibility of both parties. The Parties bear no liability for damage arising from a change in the Client's e-mail address or from any other unintentional technical error. The Client must notify Connectini of such changes/malfunctions without delay where possible, just as Connectini must publish changes in its contact details on the Website.

8. The most important legislation governing the legal relationship between the Parties is as follows:

Act V of 2013 on the Civil Code (Civil Code)
 Act CVIII of 2001 on certain aspects of electronic commerce services and information society services (E-Commerce Act)
 Government Decree 45/2014 (II. 26.) on the detailed rules of contracts between consumers and businesses
 Act CLV of 1997 on Consumer Protection (Consumer Protection Act)
 Act LXXXVIII of 2012 on the market surveillance of products.

The mandatory provisions of the relevant legislation apply to the parties even without a separate stipulation.

9. These T&C are effective from the date of the dating found at the end of the document and remain valid until revoked. The Service Provider is entitled to amend the terms of these T&C unilaterally at any time. The Service Provider informs the Client of amendments through the Connectini Website interface. Following an amendment, use of the Connectini Application, Website, and Webshop is conditional on the Client expressly accepting them through these interfaces and in the manner provided there.

10. In the course of a purchase, the Client is required to provide their own, true data. In the event of untrue data or data attributable to another person being provided during a purchase, the Service Provider may refuse to fulfill the order and excludes its liability where the Client uses its services in the name of another person, using another person's data.

11. The Service Provider is entitled to engage warehousing and fulfillment assistance. The Service Provider has contracted with a business that, under optimal conditions, begins delivery of orders received during the day on the following morning —

however, in the event of difficulties in performance, it may perform up to the 40th day. In addition, in accordance with the law, the Client's rights in connection with purchases made electronically and with withdrawal may not be prejudiced. The Service Provider bears no liability for delays in delivery attributable to data provided erroneously and/or inaccurately by the Client, or for damage, error, or other problem arising from the Client's alteration of the data provided at the time of purchase. The Client is required to report to the Service Provider any changes in data relating to a purchase. The Client is furthermore responsible for providing an e-mail address on Connectini's interfaces over which they are entitled to dispose.

12. The Service Provider excludes all liability for damage arising in the Client's mobile phone, given that it has no knowledge of the detailed circumstances of the damage and cannot verify how it arose. The Service Provider's warranty applies exclusively to Products sold by the Service Provider in the Connectini Webshop. The extension cable, for example, qualifies as a Product, whereas the Connectini 2G or Connectini 4G device qualifies as a service, which the Service Provider does not sell but supplies as a necessary element as part of the service sold, in return for the subscription fee paid in a single sum for a longer term. In connection with items appearing in the Webshop or through other sales channels in the future, it is likewise important to distinguish what is a Product and what is a Service — Connectini is first and foremost a service provider and not a trading business.

13. The Service Provider prescribes no code of conduct/ethics provisions for the Client and does not subject itself to any code of conduct/ethics — the rights and obligations are not continued in any such collection or in any other hidden or published annex; the rights and obligations are contained in these T&C and in the Privacy Statement. This is a provision relating to the Service — in the case of promotions and events, the conditions of participation in them may differ from this Contract.

14. Trade Restrictions

1. The Service Provider and the Client both agree that they will not, directly or indirectly, sell, assign, transfer, pledge, or otherwise make available the Services and/or Products to any sanctioned territory appearing on an embargo or sanctions list of the United Nations, the European Union, or the United States. The Service Provider and the Client both agree to the conditions imposed by Connectini's subcontractor and supplier for the purpose of preventing money laundering, according to which they may not, directly or indirectly, sell, assign, transfer, pledge, or otherwise make available the Service and the related Products in the territory of the Russian Federation, the Republic of Belarus, or in those territories of Ukraine not controlled by the Ukrainian national government.

2. The Service Provider and the Client mutually warrant and undertake that they will do everything in their power to use the Products exclusively for civilian end use. They will not, directly or indirectly, sell, export, re-export, or otherwise transfer them for use in the military sector where the third party does not hold a License or does not qualify for a License Exception under the authorities of the European Union, NATO, or the authorities of the United States of America. Even where such a license exists, the Service Provider and the Client will NOT make the Services and Products available to any end user connected in any way to the development of chemical or biological weapons or nuclear programs for military purposes.

The obligations listed here remain in force after the termination or expiry of the Contract as well.

15. Liability

1. The Service Provider does not limit its liability in the event of personal injury, loss of life, or any other unlawful event. In other cases, beyond the refund of Service fees paid, the Service Provider's aggregate liability under this Contract shall not exceed five percent of the total fees paid by the Client to the Company in the preceding 12-month period. The Client undertakes to indemnify and hold harmless the Service Provider from any claim, obligation, damage, loss, cost, and expense (including reasonable attorneys' fees) arising from or unrelated to the end-user use of the Services or Products or the manner of such use, and not from the manner in which the Service is implemented.

2. Use of Connectini does not replace regular inspection at a service shop, the replacements prescribed by the manufacturer, or the indication of faults in wear parts and of faults not measured by DTC, and it does not override the warnings displayed on the vehicle's dashboard (ECU). It is Connectini's best intention that the Parties have more information available and that all of them thereby manage matters to their advantage, and, in the event of a dispute, that the facts be substantiated entirely

disinterestedly, irrespective of which party's position they support. The supplementary information does not, however, render dispensable the care prescribed by the Highway Code (the obligation to check before every departure) and otherwise customary in normal practice, nor does it permit departure from the regular maintenance and intended use of vehicles and digital devices.

16. Range of Products and Services Available for Purchase

1. The Service Provider reserves the right to change the prices of Products orderable from the Website, with the proviso that any amendment takes effect simultaneously with its appearance on the Website. An amendment does not adversely affect the purchase price of Products already ordered. Where a price reduction occurs between the initiation of an online bank card payment, the sending of the electronic payment notice, and receipt of the device necessary for using the Service, the Service Provider is unable to refund any money. The security check of the online payment transaction may take a longer time; shipment and receipt of the Device is possible only thereafter.

2. Where, despite all the Service Provider's diligence, an incorrect price appears on the Website, the Service Provider is not required to supply the Product at the incorrect price, not even where the order has been expressly accepted. In such cases the Service Provider offers to supply the Service/Product at the correct price, in the knowledge of which the Client may withdraw from their intention to purchase. The Client may exercise this right of withdrawal without giving reasons. By incorrect price, the Service Provider means exclusively those cases where the price appearing on the Website is obviously more or less than the commonly known, generally accepted price of the Products, or is obviously erroneous.

3. The Service Provider accepts an order from the Client through its Website only where the Client completes in full every field necessary for the order. Where the Client completes any field incorrectly or incompletely, they receive an error message from the Service Provider. The Service Provider bears no liability whatsoever for any delay in delivery or other problem or error attributable to order data provided erroneously and/or inaccurately by the Client.

4. The purchase price of Products displayed on the Website is stated inclusive of value added tax and other public charges. In certain countries, or where an EU tax number is held, net prices may be displayed, and the rate of VAT may vary depending on the geographic location (country) corresponding to the order.

5. The purchase price stated alongside the Services/Products does not include the cost of shipping; the Service Provider may, however, offer to assume this cost. Where no shipping cost arises or is displayed during the payment process, it is to be presumed that the Service Provider bears it. No separate packaging cost is charged. In the event of any return of Products/Parts, however, the cost of shipping and packaging is borne by the Client, unless legislation prescribes otherwise.

6. Depending on the country-specific subpage selected on connectini.com, the price of the Products is stated in the currency accepted in the given country, and the Service Provider is entitled to set an individual price for every item in each territory, taking into account local coverage, technical circumstances, the cost of customs clearance and shipping, a price that communicates well, reasonable rounding or aesthetic considerations, a special customer base, consumer behavior characteristic of the territory, and agreements concluded with local cooperating partners. The setting of offer prices is within the sole competence of the Service Provider; at the same time, the Client is entitled and may in no way be restricted from ordering the Service from or to another country, provided this does not conflict with point 13.10 (under which they are required to provide their true data).

7. Where a price reduction is applied, the Service Provider displays the prior price of the Service/Product offered for sale on the Website. Where the extent of the price reduction increases progressively, the prior price is the price before the first application of the price reduction. The prior price is not applied to general quantity/value-based discounts and other pricing methods not linked to price.

8. Where the Service Provider announces a promotion subject to special conditions, it publishes these together with an indication of the duration of the promotion. In such case the provisions thereof also apply.

17. Ordering Process

1. Orders may be placed on the Connectini Webshop interface, following selection of the Service/Product (hereinafter: "Item"), by using the basket (hereinafter: Basket). The Client may place the selected Items in their Basket using the "Add to basket" button found on the page presenting the detailed data of the Item, which appears after clicking on the individual Item. The contents of the Basket may be viewed and modified on the Basket subpage of the Website, where the desired quantity of each Item may be specified, and the contents of the Basket may be deleted by clicking the "X."
2. At any stage of the order and until the order is sent to the Service Provider, the Client has the opportunity at any time on the Website to correct data entry errors on the order interface.
3. Once the Client has finalized the contents of the Basket, by clicking on "(Proceed to) checkout" they must provide, on the interface that appears, their personal data, shipping address, and (where their billing address differs from it) billing address.
4. Before placing the order, the Client may in every case check the data provided, and may notify the Service Provider by e-mail at hello@connectini.com of any other requests relating to the order.
5. After providing the necessary data, the Client reaches the payment interface, on which they have the opportunity to settle the consideration for the order. The order is deemed sent upon completion of payment.
6. The Client receives feedback from the Service Provider by e-mail within 48 hours of sending the order. The feedback contains, on the one hand, confirmation that the Client's order has reached the Service Provider and, on the other hand, that the Service Provider has accepted and confirms the order, or that the Service Provider rejects the Client's order. Where the Service Provider has expressly accepted the order in the feedback sent within 48 hours, it sends the Client the details of their order and the payment details in the feedback. A legal relationship comes into existence between the Parties with respect to the purchase and sale of the Items upon the declaration of acceptance sent in the feedback.
7. Where the Item to be ordered is unavailable at the time the order is placed, where the Item cannot be procured within the period stated on the Website, or where the order cannot be fulfilled for another reason, the Service Provider reserves the right not to accept the order for the Item, of which the Client likewise receives notification in the feedback within 48 hours of sending the order. Where an order is rejected, the Service Provider refunds any payment previously made to the Client without delay, but no later than within 30 days of the order being sent.
8. Where the feedback sent by the Service Provider does not reach the Client within the period that can reasonably be expected depending on the nature of the service, calculated from the sending of the Client's order, but in any event no later than within 48 hours, the Client is released from the binding effect of the offer or from any contractual obligation. An order and the feedback are deemed to have reached the Service Provider or the Client respectively when they become accessible to them.
9. The Service Provider informs the Client that, where the Service Provider expressly accepts the Client's order in the feedback referred to in the preceding point, the contract comes into existence between the Parties with respect to the subject matter of the order. Where the Client provided an incorrect, erroneous, or incomplete e-mail address when finalizing the order and the Service Provider becomes aware of this in the form of an error message when sending the feedback containing the declaration of acceptance, the Service Provider's customer service contacts the Client by telephone without delay and confirms their data; then, where the Client informs the Service Provider that they maintain their offer to purchase, the Service Provider resends the feedback containing its declaration of acceptance to the corrected e-mail address, which the Parties accept as a declaration of acceptance made within the deadline. Where the Client informs the Service Provider's customer service by telephone that they wish to withdraw their offer to purchase, the Service Provider informs the Client in a message sent by e-mail that it has taken note of this, and the Service Provider refunds any payment previously made to the Client without delay, but no later than within 30 days of the order being sent. Where the feedback does not become accessible to the Client within the deadline because the Client is unable to receive messages owing to the storage capacity of their mail account being full, the legal relationship comes into existence upon the sending of the feedback containing the express acceptance of the order within the deadline, and the Parties are required to perform their contractual obligations in accordance with the order.

10. Where, in respect of contracts already concluded, a change occurs affecting material information relating to the delivery deadline of the Item (e.g. the delivery deadline of the Item has been extended), the Service Provider reserves the right, on well-founded grounds relating to disruption of international supply chains, to amend the contract with respect to the delivery deadline. In such cases the Service Provider informs the Client of the new delivery deadline immediately upon becoming aware of the change in the delivery deadline. In such cases the Client is entitled to withdraw, of which the Service Provider notifies them in an e-mail message, with the proviso that where the Client does not wish to exercise their right of withdrawal, the Service Provider delivers the Product to the Client on the basis of the changed data.

11. Where the Client has already sent their order to the Service Provider and notices an error with respect to the data appearing in the confirmation e-mail, they must report it to the Service Provider within 1 day.

12. An order qualifies as a contract concluded electronically, to which the provisions of Act V of 2013 on the Civil Code and Act CVIII of 2001 on certain aspects of electronic commerce services and information society services apply. The contract falls within the scope of Government Decree 45/2014 (II.26.) on the detailed rules of contracts between consumers and businesses, and takes into account the provisions of Directive 2011/83/EU of the European Parliament and of the Council on consumer rights.

18. Processing and Fulfillment of Orders, Invoicing

1. Orders are processed during business hours (weekdays from 9 a.m. to 5 p.m.). Orders may also be placed outside the times indicated for order processing; where this occurs after the end of business hours, the order is processed on the following day.

2. The general performance deadline is 1–3 weeks from confirmation, with the proviso that the Service Provider is required to perform in accordance with the contract no later than within thirty days of the Service Provider's confirmation of the order.

3. The Client acknowledges that sending an order entails an obligation to pay in the case of electronic payment and cash on delivery.

4. The time of performance is deemed to be the time when the Client takes delivery of the Item or the related device from the carrier, or as soon as they receive access to the service (username, login details).

5. The Service Provider delivers goods ordered and requested to be delivered to the Client's address in return for a shipping cost. The Service Provider informs the Client of the shipping charge during the ordering process. The shipping charge is determined taking into account the products in the basket. The Service Provider is entitled to apply different shipping charges for different product categories (including but not limited to: large parcels, small parcels). During certain promotional periods the Service Provider delivers goods ordered and requested to be delivered to the Client's address free of charge, using its own means of transport or a carrier company, where the gross value of the given order reaches the amount published on the Website or in the given Promotion that qualifies for free shipping, or where the Order otherwise meets the conditions of the promotion. The Service Provider is unilaterally entitled to determine these conditions. Where the Client also orders a product not covered by free shipping, the Service Provider is entitled to charge a shipping charge in connection with the given Order. In the case of orders subject to a shipping cost, the freight charge (shipping cost) is borne by the Client in such a way that the freight charge appears on the order summary screen, on the invoice, and in the confirmation e-mail.

Where the Client so indicates when placing a second order and, based on the Service Provider's response, this is still possible, the Service Provider may combine the orders; parcels already dispatched, however, can no longer be combined subsequently. The Service Provider reserves the right to change the shipping charge, with the proviso that the amendment takes effect simultaneously with its appearance on the Website. The amendment does not affect the purchase price of products already ordered.

6. The Service Provider informs the Client that Products are delivered by the following courier services: Webshippy, Boxy, DHL, GLS, MPL.

7. Where the Client wishes to have the product delivered to a country other than those listed on the website, this is possible only where card payment is selected. In such cases the Service Provider's courier partner may differ from those listed. The shipping charge is determined individually depending on the country of delivery.

8. It is not possible to collect the ordered Product in person at the Service Provider's premises.
9. The Service Provider issues a document to the e-mail address provided by the Client as proof of payment, following payment of the order. Upon accepting the T&C, the Client consents to the Service Provider issuing an invoice or receipt to them.

19. Right of Withdrawal

1. The provisions of this point apply exclusively to a natural person acting outside the scope of their profession, occupation, or business activity who buys, orders, receives, uses, or makes use of goods, or who is the addressee of commercial communications or offers relating to goods (hereinafter: "Consumer"). A Client qualifying as a Consumer is entitled, in the case of a contract for the sale of a product, to withdraw from the contract without giving reasons within thirty (30) days of the date on which the product — or, where several products are supplied, the last product supplied, or, in the case of a product consisting of several lots or pieces, the last lot or piece supplied — is received by the Client or by a third party other than the carrier designated by them.

a. The Client may also exercise their right of withdrawal in the period between the date of conclusion of the contract and receipt of the product. The Client is entitled to the right of withdrawal in the period preceding delivery of the goods as well.

b. Where the Client wishes to exercise their right of withdrawal, they are required to send a clear statement of their intention to withdraw (by post or by letter sent electronically) to the Service Provider at the contact details indicated in these T&C during the period available for withdrawal. A model statement for exercising the right of withdrawal is contained in this chapter.

2. The burden of proving that they exercised their right of withdrawal in accordance with the provisions set out in point 1 and with the relevant statutory provisions lies with the Client. Where the Client does not send their statement of withdrawal by the deadline indicated in a manner that can be verified beyond doubt, they have not fulfilled the conditions necessary for exercising the right of withdrawal, and their contract with the Service Provider is therefore not dissolved and remains in force between the Parties.

3. Exception to the right of withdrawal: performance of the service begins with the first pairing of the device. The Client's right of withdrawal ceases thereby. The Client accepted this fact in the form of a checkbox up to the moment before completing the purchase. Point 29(m) of Government Decree 45/2014 (II. 26.): "In respect of digital content supplied on a non-tangible medium, where the business began performance with the consumer's express prior consent and the consumer simultaneously declared their acknowledgment that, upon commencement of performance, they lose their right under Section 20, and the business sent the consumer a confirmation pursuant to Section 12(2) or Section 18."

4. Where withdrawal is exercised by the Client, it is to be regarded as having been exercised within the deadline where the Client sends their written statement to that effect to the Service Provider during the withdrawal period (including on the 30th calendar day).

5. For the purpose of calculating the deadline, the Service Provider takes into account the date of posting in the case of communication by post, and the time of sending the e-mail in the case of communication by e-mail. The Client should post the letter containing their statement of withdrawal as registered mail so that the date of dispatch can be proved credibly.

6. In the event of withdrawal, the Client is required to return the ordered Product without delay, but no later than within 14 (fourteen) days of communicating their statement of withdrawal.

7. Where the right of withdrawal is exercised, the Product may be regarded as fully returned only where the Client has returned every accessory of the Product in full. We draw your attention to the fact that, in the case of Services, the legislation differs, or may differ, from the consumer protection rules applicable to Products. Where the Client exercises cancellation or withdrawal in connection with a Service and the Service Provider supplied a part or device for the provision of the Service, the cancellation may be regarded as complete only where the Client has returned the part or device to the Service Provider in full. In the absence of fulfillment of the foregoing condition, the Service Provider is entitled to exercise its right of retention until such time as the client arranges, at their own cost, for the product to be returned in full to the Service Provider. The Service Provider is unable to accept a Product returned to it by cash on delivery.

8. Where the Client wishes to exercise their right of withdrawal, they are required to limit their use of the Product to the extent necessary to establish the nature, characteristics, and functioning of the Product. Where the Client withdraws by unilateral declaration from the contract for the purchase of the Product but has used the Product concerned to an extent exceeding that necessary to establish its nature, characteristics, and functioning, they are liable for the diminution in the value of the Product. The Service Provider enforces the amount proportionate to such diminution in value when refunding the purchase price of the Product concerned, that is, it deducts this amount by way of set-off from the purchase price to be refunded. The extent of the diminution in value is determined on the basis of the nature and value of the Product concerned and the degree of wear/deterioration resulting from the use described above. The Service Provider may furthermore claim compensation for material damage arising from use of the Product other than for its intended purpose.

9. Following the return of the product, the Service Provider refunds the amount paid to the Client without delay, but no later than within 14 (fourteen) days, in accordance with the legislation referred to above, and the Service Provider has the option of crediting the shipping charge at the same time.

10. In making the refund, the Service Provider uses the same payment method as that used in the original transaction, unless the Client expressly consents to the use of a different payment method. In respect of the foregoing, no additional cost is incurred by the Client as a result of the refund method applied.

11. The Service Provider may withhold the refund until the Product has been handed over to the courier for return, or until the Client proves beyond doubt or provides evidence that they have returned the Product (whichever is the earlier).

12. The Client may contact the Service Provider with any enquiry relating to their right of withdrawal, or with any other complaint or request, at the following contact details. Mailing address: 1138 Budapest, Népfürdő utca 22., building B, 15th floor, Hungary. E-mail: hello@connectini.com.

13. Pursuant to Section 8:1(4) of the Civil Code, the right of withdrawal is not available to a business, that is, to a person acting within the scope of their profession, independent occupation, or business activity.

14. The client may exercise their right of withdrawal/cancellation by means of the model statement set out in this paragraph or by an unambiguous statement to that effect.

15. Model withdrawal/cancellation statement (complete and return only where you intend to withdraw from/cancel the contract)

Addressee: Connectini Telemetria Kft., 1138 Budapest, Népfürdő utca 22. B.15., Hungary. E-mail: hello@connectini.com.

I/We, the undersigned, declare that I/we exercise my/our right of withdrawal/cancellation with respect to the contract for the sale of the following product(s) or for the provision of the following service:

Date of conclusion of contract / date of receipt:

Client's name: Address: E-mail address:

Client's signature: (only in the case of a statement made on paper)

Dated,

16. In the case of withdrawal in writing, it is sufficient to send the statement of withdrawal within 30 (thirty) days to the Service Provider at one of its contact details suitable for receiving written withdrawals.

20. Warranty and Guarantee

Warranty for defects (implied warranty)

1. In what cases may the Client exercise their right to a warranty for defects?

In the event of defective performance by the Service Provider operating the Website, the Client may assert a warranty claim for defects against the Service Provider in accordance with the rules of the Civil Code.

2. What rights is the Client entitled to on the basis of their warranty claim for defects?

The Client may — at their choice — assert the following warranty claims for defects: they may request repair or replacement, unless fulfilling the claim chosen by the Client is impossible or would entail disproportionate additional cost for the Service Provider compared with fulfilling their other claim. Where they did not or could not request repair or replacement, they may claim a proportionate reduction of the consideration, or the Client may repair the defect themselves at the Service Provider's cost or have it repaired by another party, or — as a last resort — may withdraw from the contract. The Client may also switch from the warranty right chosen to another one, but the cost of switching is borne by the Client, unless it was justified or the Service Provider gave cause for it.

3. Within what deadline may the Client assert their warranty claim for defects?

The Client is required to report the defect without delay after discovering it, but no later than within two months of discovering the defect. At the same time, we draw your attention to the fact that warranty rights for defects may no longer be asserted beyond the two-year limitation period calculated from performance of the contract.

4. Against whom may they assert their warranty claim for defects?

The Client may assert their warranty claim for defects against the Service Provider.

5. What other conditions apply to asserting warranty rights for defects?

Within six months of performance, there is no condition for asserting a warranty claim for defects other than reporting the defect, provided the Client proves that the Product or service was supplied by the Service Provider operating the webshop. After six months have elapsed from performance, however, the Client is required to prove that the defect they identified already existed at the time of performance.

Product warranty

6. In what cases may the Client exercise their product warranty right?

In the event of a defect in a movable item (product), the Client may — at their choice — assert a warranty claim for defects or a product warranty claim.

7. What rights is the Client entitled to on the basis of their product warranty claim?

As a product warranty claim, the Client may request exclusively the repair or replacement of the defective product.

8. In what cases does a product qualify as defective?

A product is defective where it does not meet the quality requirements in force at the time it was placed on the market, or where it does not possess the characteristics set out in the description given by the manufacturer.

9. Within what deadline may the Client assert their product warranty claim? The Client may assert their product warranty claim within two years of the product being placed on the market by the manufacturer. Upon expiry of this deadline they lose this right.

10. Against whom and subject to what other conditions may they assert their product warranty claim? The Client may exercise their product warranty claim exclusively against the manufacturer or distributor of the movable item. Where a product warranty claim is asserted, the Client must prove the defect in the Product. In the course of complaint handling, two attached images and

a brief description of the complaint are required; on this basis, the justification for replacing the product is determined. Where the product qualifies for replacement, the cost of shipping the new product must be borne by the Service Provider.

11. In what cases is the Service Provider exempt from its product warranty obligation?

The Service Provider is exempt from its product warranty obligation only where it can prove that:

- it did not manufacture or place the product on the market within the scope of its business activity, or
- the defect was not recognizable according to the state of science and technology at the time it was placed on the market, or
- the defect in the product results from the application of legislation or a mandatory official requirement.

It is sufficient for the Service Provider to prove one ground for exemption. We draw your attention to the fact that a warranty claim for defects and a product warranty claim may not be asserted simultaneously and in parallel with each other for the same defect. Where a product warranty claim is successfully asserted, however, the warranty claim for defects in respect of the replaced product or repaired part may be asserted against the manufacturer.

Guarantee

12. In what cases may the Client exercise their guarantee right?

In the event of defective performance, the Service Provider operating the Website is required to provide a guarantee pursuant to Government Decree 151/2003 (IX. 22.) on the mandatory guarantee for certain durable consumer goods. The Service is not, however, a durable consumer good, and the part supplied for the provision of the Service does not qualify as a Product.

13. What rights is the Client entitled to under the guarantee and within what deadline?

The guarantee period begins on the day the consumer product is handed over to the consumer or, where installation is carried out by the distributor or its agent, on the day of installation. Where the Client has the consumer product installed more than 6 months after handover, the start date of the guarantee period is the day the consumer product was handed over. The guarantee period for a sale price from HUF 10,000 up to HUF 100,000 is: 1 year.

14. When is the Service Provider exempt from its guarantee obligation?

The Service Provider is exempt from its guarantee obligation only where it proves that the cause of the defect arose after performance. We draw your attention to the fact that a warranty claim for defects and a guarantee claim, or a product warranty claim and a guarantee claim, may not be asserted simultaneously and in parallel with each other for the same defect; otherwise, however, the Client is entitled to the rights arising from the guarantee independently of the rights described in the chapters on product warranty and warranty for defects.

15. The Service Provider provides no guarantee or warranty for damage arising from natural wear and tear, or for damage arising from incorrect or negligent handling after the passing of the risk of damage, from excessive use, from effects other than those specified, or otherwise from use of the products other than for their intended purpose.

16. Furthermore, a defect is not covered by the guarantee where its cause arose after the Product was handed over to the Client, such as where the defect was caused by incorrect storage, incorrect handling, vandalism, or an act of God or natural disaster.

17. Where the Client exercises the right to replacement or repair in the course of exercising warranty rights, they are required to report this through the Service Provider's customer service, following which the Service Provider sends a courier on a day suitable for the Client to the address indicated by the Client, who returns the product(s) concerned by the replacement or repair to the Service Provider. The Service Provider then examines the product and informs the Client of the expected deadline for replacement or repair. In the case of replacement or repair, the condition for exercising warranty rights relating to the product is that the Client return the Product and all its accessories to the Service Provider in full. The costs associated with returning the

product are borne by the Service Provider; however, the Service Provider does not supply a replacement Product for the duration of the repair.

18. Where, during the first repair of the Product within the mandatory guarantee period, the Service Provider establishes that the Product cannot be repaired, the Service Provider shall, in the absence of a contrary provision by the Client, replace the Product within 8 (eight) days. Where replacement of the Product is not possible, the Service Provider shall refund to the Client, within eight days, the purchase price indicated on the document presented by the Client evidencing payment of the consideration for the Product — on the invoice or receipt issued under the Act on Value Added Tax.

19. In the contract between the Client and the Service Provider, the agreement of the parties may not depart from the provisions of the decree to the detriment of the consumer.

20. It is the Client's obligation to prove the conclusion of the contract (by an invoice, or even merely a receipt).

21. The Service Provider is required to record minutes of any warranty or guarantee claim reported by the Client.

22. Where the Service Provider is unable to state, at the time a warranty or guarantee claim is reported, whether it can be fulfilled, it is required to notify the Client of its position — including, in the event of rejection of the claim, the reason for the rejection and the possibility of turning to the conciliation board — within five working days, in a verifiable manner.

23. The Service Provider is required to retain the minutes for three years from the date they were recorded and to present them at the request of the supervisory authority.

24. The Service Provider must endeavor to carry out the repair or replacement within fifteen days at the latest.

21. Complaint Handling Procedure

1. It is the Service Provider's aim to fulfill every order to an appropriate standard and to the Client's complete satisfaction. Should the Client nevertheless have a complaint in connection with the contract or its performance, they may communicate their complaint to the Service Provider at the e-mail address hello@connectini.com or at the mailing address 1138 Budapest, Népfürdő u. 22. B.15., Hungary.

2. The Service Provider answers written complaints in writing within 30 (thirty) days. The Service Provider is required to give reasons for its position rejecting a complaint. It retains a copy of the reply for 3 years and presents it to the supervisory authorities at their request.

3. Where a consumer dispute that may exist between the Service Provider and the Client is not settled in the course of negotiations with the Service Provider, the following avenues of legal remedy are open to the Client.

4. Complaint to the consumer protection authorities: where the Client observes an infringement of their consumer rights, they are entitled to lodge a complaint with the consumer protection authority competent according to their place of residence. Following assessment of the complaint, the authority decides on conducting consumer protection proceedings. The list of competent government offices is available at <https://www.kormanyhivatal.hu>.

5. Conciliation board

For the purpose of the out-of-court, amicable settlement of consumer disputes relating to the quality and safety of products and the application of product liability rules, as well as to the conclusion and performance of the contract, the Client may initiate proceedings before the conciliation board competent according to their place of residence or place of stay, or may turn to the conciliation board operating alongside the professional chamber competent according to the Service Provider's registered office. For the purposes of applying the rules relating to the Conciliation Board, civil organizations, churches, condominiums, housing cooperatives, and micro, small, and medium-sized enterprises as defined in separate legislation also qualify as consumers where they buy, order, receive, use, or make use of goods, or are the addressees of commercial communications or offers relating to goods.

Contact details of the Conciliation Board competent according to the Service Provider's registered office: Budapest Conciliation Board. Registered office: 1016 Budapest, Krisztina krt. 99. I. em. 111., Hungary. Mail: 1253 Budapest, P.O. Box 10, Hungary. E-mail: bekelteto.testulet@bkik.hu. Phone: +36 (1) 488 21 31. Online submission: <https://bekeltet.bkik.hu/urlap/kerelem-online-benyujtasa>
Via website: <https://uj.bekeltetes.hu/publikus/online-ugy-inditas>

The Service Provider is required to participate in Conciliation Board proceedings. For the purposes of this point, sending a written response also qualifies as cooperation.

6. Cross-border disputes

In the case of a cross-border consumer dispute relating to an online sales contract, consumers may settle their cross-border disputes relating to online purchases electronically by means of an electronic complaint submitted through the online platform available at the following link: <https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=HU>. To do so, the Client need only register on the online platform available at the above link, complete an application in full, and then submit it electronically to the Conciliation Board through the platform. In Hungary, the Budapest Conciliation Board (BBT) is entitled to act in cross-border disputes between consumers and traders relating to online sales or service contracts.

7. Court proceedings

The Client is entitled to enforce their claim arising from a consumer dispute before a court in civil proceedings in accordance with the provisions of Act V of 2013 on the Civil Code and Act CXXX of 2016 on the Code of Civil Procedure.

22. Miscellaneous Provisions

1. The Service Provider is entitled to engage a contributor to perform its obligations. It bears full liability for such contributor's unlawful conduct, as if it had committed the unlawful conduct itself.
2. Where any part of these T&C becomes invalid, unlawful, or unenforceable, this does not affect the validity, lawfulness, and enforceability of the remaining parts.
3. Where either the Client or the Service Provider does not exercise a right to which they are entitled under the T&C, the failure to exercise that right may not be regarded as a waiver of that right. Any waiver of a right is valid only in the case of an express written declaration to that effect. The fact that either the Client or the Service Provider does not on one occasion strictly insist on any material condition or stipulation of the T&C does not mean that they waive the right to insist on strict compliance with the given condition or stipulation in the future.
4. The Client and the Service Provider shall endeavor to settle their disputes amicably.
5. By accepting the T&C, the Client expressly consents that, where they provide the Service Provider with an image qualifying as personal data for the purpose of performing the contract (e.g. a profile picture), the Service Provider may use it in order to provide the Services in accordance with its Privacy Statement.
6. The Client may use the Website solely at their own risk and accepts that the Service Provider assumes no liability for pecuniary and non-pecuniary damage arising in the course of use, beyond liability for breach of contract caused intentionally, by gross negligence, or by a criminal offense, or damaging life, physical integrity, or health.
7. The Service Provider excludes all liability for the conduct of users of the Website. The Client is fully and exclusively liable for their own conduct; in such a case the Service Provider cooperates fully with the acting authorities in order to detect the infringements.
8. The Connectini Webshop website may contain links that lead to the pages of other service providers. The Service Provider assumes no liability for the data protection practices and other activities of such service providers.

9. The Service Provider is entitled but not obliged to review content made available by Clients in the course of using the Website, and, with respect to published content, the Service Provider is entitled but not obliged to look for indications of unlawful activity.

10. Owing to the global nature of the Internet, the Client accepts that, in using the Website, they will act with due regard to the provisions of the applicable national legislation. Where any activity connected with the use of the Website is not permitted under the law of the Client's country, the Client alone bears liability for such use.

11. Where the Client observes objectionable content on the Website, they are required to report it to the Service Provider without delay. Where, acting in good faith, the Service Provider finds the report well founded, it is entitled to delete or modify the information without delay.

12. Beyond the rights expressly set out in these T&C, neither the use of the Website nor any provision of the T&C grants the Client any right to use or exploit any trade name or trademark appearing on the Website interface. Beyond the display involved in the intended use of the Website, the temporary reproduction necessary for this, and the making of copies for private purposes, these intellectual works may not be used or exploited in any other form without the Service Provider's prior written permission.

Budapest, July 31, 2026